



GENERAL MOTORS NORTH AMERICA
Safety Center

September 6, 2000

Mr. K. N. Weinstein
Associate Administrator for Safety Assurance
National Highway Traffic Safety Administration
400 Seventh Street, S.W.
Washington, D.C. 20590

00V-2580

Dear Mr. Weinstein:

The following information is submitted pursuant to the requirements of 49 CFR 573.5 as it applies to a decision by General Motors of a defect, that relates to motor vehicle safety involving certain 2000 S/T model trucks.

573.5(c)(1): Chevrolet and GMC Divisions of the General Motors Corporation and Isuzu Motors America, Inc.

573.5(c)(2)(3)(4): This information is shown on the attached sheet.

573.5(c)(5): General Motors has decided that a defect that relates to motor vehicle safety exists in certain 2000 Chevrolet, GMC, Oldsmobile, and Isuzu S/T vehicles. Some of these vehicles have been built with incorrect payload information on the vehicle certification label. The payload shown on the label is greater than the maximum validated payload. If the vehicle were loaded to the incorrectly labeled payload, it may not ride and handle in the manner that the customer expects. This may result in a loss of control of the vehicle or the inability to stop the vehicle within the expected stopping distances and could cause a vehicle crash without prior warning.

573.5(c)(6): General Motors first became aware of this condition in November 1999. GM initiated an investigation to determine the cause and extent of the condition and its effect on vehicle safety.

573.5(c)(8): This information will be set forth in the dealer bulletin.

573.5(c)(9): Draft copies of the owner letter and dealer bulletin are attached. GM plans to begin this campaign in October 2000. Final copies of the owner letter and the dealer bulletin will be forwarded to NHTSA when they are available.

Sincerely,

Frank C. Sonya, Jr.
Director
Product Investigations

1957 / 00083
attachments



573.5(c)(2),(3),(4)

VEHICLES POTENTIALLY AFFECTED BY MAKE, MODEL, AND MODEL YEAR
PLUS INCLUSIVE DATES OF MANUFACTURE

<u>MAKE</u>	<u>MODEL SERIES</u>	<u>MODEL YEAR</u>	<u>NUMBER INVOLVED</u>	<u>INCLUSIVE MANUFACTURING DATES</u> <u>(FROM) (TO)</u>		<u>DESCRIPTIVE INFO. TO PROPERLY IDENT. VEH.</u>	<u>EST. NO. W/CONDITION</u>
Chevrolet	S/T	2000	154,529	11/99	3/00	S 10	100%
GMC	S/T	2000	54,790	11/99	3/00	Sonoma	"
Oldsmobile	S/T	2000	10,203	3/99	11/99	Bravada	"
Isuzu	S/T	2000	<u>3,872</u>	5/99	11/99	Hombre	"
Grand Total:			223,194				



Campaign Bulletin

File In Section: Product Campaigns
Bulletin No.: B-14-00-01
Date: XXXX, XXXX
DRAFT: Final

00V-258 03



PRODUCT SAFETY CAMPAIGN

SUBJECT: 000XX – CERTIFICATION LABEL PAYLOAD INFORMATION INCORRECT

MODELS: 2000 CHEVROLET, GMC, AND OLDSMOBILE S/T VEHICLES

DRAFT

A FINAL VERSION OF THIS DRAFT WILL BE USED
IF THERE IS A DECISION TO CAMPAIGN

CONDITION

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2000 Chevrolet, GMC, and Oldsmobile S/T vehicles. Some of these vehicles have been built with incorrect payload information on the vehicle certification label. The payload shown on the label is greater than the maximum validated payload. If the vehicle were loaded to the incorrectly labeled payload, it may not ride and handle in the manner that the customer expects. This may result in a loss of control of the vehicle or an inability to stop the vehicle within expected stopping distances. This could lead to a vehicle crash without prior warning.

CORRECTION – For US

A new label is to be installed on the driver's door, directing customers to their owner's manual for payload information. Since a new label can be easily installed, and to reduce customer inconvenience, the label will be sent with installation instructions directly to customers of record. Customers may install the label on the driver's door. However, if they desire, they may take the label to their dealer for installation.

CORRECTION – For CANADA

Dealers are to install a new label, directing customers to their owner's manual for payload information, on the driver's door.

VEHICLES INVOLVED

Involved are certain 2000 Chevrolet, GMC, and Oldsmobile S/T vehicles built within these VIN breakpoints:

YEAR	DIVISION	MODEL	PLANT	FROM	THROUGH
2000	Chevrolet/GMC	S/T Pickup	Shreveport	Y8100001	Y8182986
2000	Chevrolet/GMC	S/T Pickup	Linden	YK100029	YK181110
2000	Chevrolet/GMC	S/T Utility	Linden	YK100030	YK181109
2000	Chevrolet/GMC/ Oldsmobile	S/T Utility	Moraine	Y2100001	Y2221056

IMPORTANT: Dealers should confirm vehicle eligibility through **GMVIS** (GM Vehicle Inquiry System) or **GM Access Screen** (Canada only) before beginning campaign repairs. [Not all vehicles within the above breakpoints may be involved.]

Involved vehicles have been identified by Vehicle Identification Number. Computer listings containing the complete Vehicle Identification Number, customer name and address data have been prepared, and are being furnished to involved dealers with the campaign bulletin. The customer name and address data furnished will enable dealers to follow up with customers involved in this campaign. Any dealer not receiving a computer listing with the campaign bulletin has no involved vehicles currently assigned.

These dealer listings may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any other purpose is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this listing to the follow-up necessary to complete this campaign.

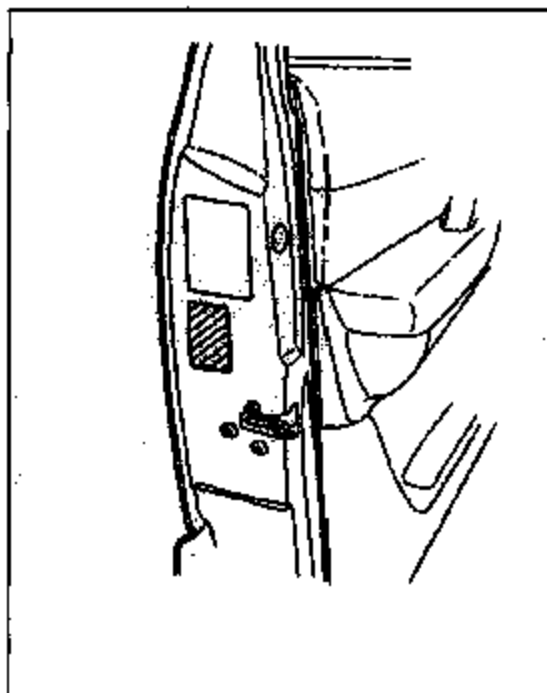
PARTS INFORMATION

Labels will be mailed to owners of record and involved dealers (for dealer stock) on a no-charge basis. If additional labels are required, contact Dealer Support Materials at 1-888-549-6152 and request part number 15062693. **DO NOT ORDER THESE LABELS FROM GMSPO.**

SERVICE PROCEDURE

The preferred area of installation of the label is beneath the certification label, however, if this is not possible due to the presence of another label, install the label as near to the certification label as possible.

1. Clean the surface with a suitable solvent (50% ISO-Propyl Alcohol, FS 1062 HI-Flash Naptha or equivalent) and dry with a clean cloth.
2. Firmly hold the label and peel the protective liner from the back side of the label being careful not to touch or contaminate the adhesive by allowing dirt or any foreign matter to come in contact with it.
3. Carefully align the label to the surface of the driver's door. Press firmly and smooth out.
4. The label must be uniformly bonded to entire surface.
5. Install the GM Campaign Identification Label.

**CAMPAIGN IDENTIFICATION LABEL – For US**

Place a Campaign Identification Label on each vehicle corrected in accordance with the instructions outlined in this Product Campaign Bulletin. Each label provides a space to include the campaign number and the five (5) digit dealer code of the dealer performing the campaign service. This information may be inserted with a typewriter or a ball point pen.

Put the Campaign Identification Label on a clean and dry surface of the radiator core support in an area that will be visible to people servicing the vehicle. When installing the Campaign Identification Label, be sure to pull the tab to allow adhesion of the clear protective covering. Additional Campaign Identification Labels for US dealers can be obtained from Dealer Support Materials by calling 1-888-549-6152 (Monday-Friday, 8:00 a.m. to 5:00 p.m. EST). Ask for Item Number S-1015 when ordering.

Additional Campaign Identification Labels for IPC dealers can be obtained from your Regional Marketing Office



CAMPAIGN IDENTIFICATION LABEL – For CANADA

Place a Campaign Identification Label on each vehicle corrected in accordance with the instructions outlined in this Product Campaign Bulletin. Each label provides a space to include the campaign number and the five (5) digit dealer code of the dealer performing the campaign service. This information may be inserted with a typewriter or a ball point pen.

Put the Campaign Identification Label on a clean and dry surface of the radiator core support in an area that will be visible to people servicing the vehicle. Additional Campaign Identification Labels for Canadian dealers can be obtained from DGN by calling 1-800-668-5539 (Monday-Friday, 8:00 a.m. to 5:00 p.m. EST). Ask for Item Number GMP 91 when ordering.

**CLAIM INFORMATION**

Submit a Product Campaign Claim with the information indicated below:

REPAIR PERFORMED	PART COUNT	PART NO.	PARTS ALLOW	CC-FC	LABOR OP	LABOR HOURS
Install Label	0	N/A	N/A	MA-98	V---	0.2

For Campaign Administrative Allowance, add 0.1 hours to the "Labor Hours".

Refer to the General Motors WINS Claims Processing Manual for details on Product Campaign Claim Submission.

CUSTOMER NOTIFICATION

Customers will be notified of this campaign on their vehicles by General Motors (see copy of customer letter included with this bulletin dealer letter).

DEALER CAMPAIGN RESPONSIBILITY – For US

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall campaign of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall campaign notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the campaign is not completed within a reasonable time.

DEALER CAMPAIGN RESPONSIBILITY - ALL

All unsold new vehicles in dealers' possession and subject to this campaign must be held and inspected/repaired per the service procedure of this campaign bulletin before customers take possession of these vehicles.

Dealers are to service all vehicles subject to this campaign at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. This could be done by mailing to such customers, a copy of the customer letter accompanying this bulletin. Campaign follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this campaign enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the campaign correction has been made before selling or releasing the vehicle.



U.S. Customer Notification

000##

(Sample Of Notification Used)

<Month Of Mailing>, 200#

Dear Chevrolet/GMC/Oldsmobile Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Reason For This Recall: General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2000 Chevrolet, GMC, and Oldsmobile S/T vehicles. Some of these vehicles may have been built with incorrect payload information on the vehicle certification label. The payload shown on the label is greater than the maximum validated payload. If the vehicle were loaded to the incorrectly labeled payload, it may not ride and handle in the manner that the driver expects. This may result in a loss of control of the vehicle or an inability to stop the vehicle within expected stopping distances. This could lead to a vehicle crash without prior warning.

What Will Be Done: A new label, directing you to your owner's manual for payload information, will be installed on the driver's door of your vehicle. Since a new label can be easily installed, and to reduce the possible inconvenience to you, we are enclosing a label and instruction on installing the label. However, if you desire, you may take the label to your dealer for installation. This service will be performed for you at no charge.

How Long Will The Repair Take? The length of time required to perform this installation, if you choose to take the label to your dealer for installation, is approximately 15 minutes. Additional time may be required to schedule and process your vehicle. If your dealer has a large number of vehicles awaiting service, this additional time may be significant. Please ask your dealer if you wish to know how much additional time will be needed to schedule, process and repair your vehicle.

Contacting Your Dealer: Please contact your Chevrolet/GMC/Oldsmobile dealer as soon as possible to arrange a service date. Labels are available and instructions for the label installation have been sent to your dealer. Your Chevrolet/GMC/Oldsmobile dealer is best equipped to obtain parts and provide services to correct your vehicle as promptly as possible. Should your dealer be unable to schedule a service date within a reasonable time, you should contact

the appropriate Customer Assistance Center at the listed number below:

Division	Number	Deaf, Hearing Impaired or Speech Impaired *
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-800-462-8583
Oldsmobile	1-800-442-6537	1-800-833-6537

* Utilizes Telecommunication Devices for the Deaf/Text Telephones (TDD/TTY)

If, after contacting the appropriate Customer Assistance Center, you are still not satisfied that we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, SW, Washington, DC 20590 or call 1-800-424-9393 (Washington, DC residents use 202-366-0123).

Customer Reply Card: The attached customer reply card identifies your vehicle. Presentation of this card to your dealer will assist in making the necessary correction in the shortest possible time. If you no longer own this vehicle, please let us know by completing the attached and mailing it in the postage paid envelope.

We are sorry to cause you this inconvenience; however, we have taken this action in the interest of your safety and continued satisfaction with our products.

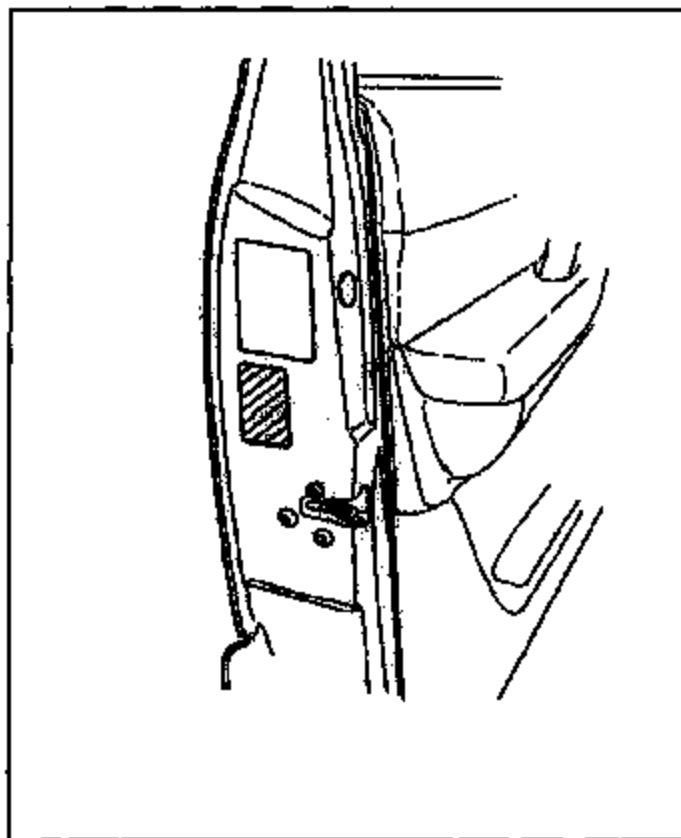
Chevrolet/Pontiac-GMC/Oldsmobile
General Motors Corporation

Enclosure

Instructions For Label Installation

The preferred area of installation of the label is beneath the certification label, however, if this is not possible due to the presence of another label, install the label as near to the certification label as possible.

1. Locate the certification label on the driver's door. Clean the surface where the label will be installed, with a suitable solvent such as 50% ISO-Propyl Alcohol. Dry the area with a clean cloth.
2. Firmly hold the label and peel the protective liner from the back side of the label, being careful not to touch or contaminate the adhesive by allowing dirt or any foreign matter to come in contact with it.
3. Carefully align the label to the surface of the driver's door. Press firmly and smooth out.
4. The label must be uniformly bonded to the entire surface.



Canadian Customer Notification

000##

(Sample Of Notification Used)

<Month Of Mailing>, 200#

Dear General Motors Customer:

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2000 Chevrolet, GMC, and Oldsmobile S/T vehicles. Some of these vehicles have been built with incorrect payload information on the vehicle certification label. The payload shown on the label is greater than the maximum validated payload. If the vehicle were loaded to the incorrectly labeled payload, it may not ride and handle in the manner that the driver expects. This may result in a loss of control of the vehicle or an inability to stop the vehicle within expected stopping distances. This could lead to a vehicle crash without prior warning.

Your dealer will install a new label on the driver's door, directing you to your owner's manual for payload information. This service will be performed for you at no charge.

You may be contacted by a dealer other than the dealer who sold is currently servicing your vehicle. Please be advised that you may take your vehicle to the General Motors dealership of your choice to have the recall service work completed. Please contact your dealer as soon as possible to arrange a service date.

Ask your dealer for details regarding their availability. If the label is not in stock, it can be ordered before scheduling your service date.

This letter identifies your vehicle. Presentation of this letter to your dealer will assist their Service personnel in completing the necessary correction to your vehicle in the shortest possible time.

We are sorry to cause you this inconvenience; however, we have taken this action in the interest of your continued satisfaction with our products.

Customer Support Department
General Motors of Canada Limited